

# TS-1008: How To Get Current Records From the CA\_TERM Call Capture Utility

Comm One LLC - Technical Support Documentation

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*The information in this article applies to:*

LITE, JR and PRO using the Comm One Call Capture Utility

## BACKGROUND

Occasionally you may need to look up a call record that has not been downloaded or processed from your computer yet. As calls are completed, the raw data is captured by the CA\_TERM program. These logs are usually in flat ASCII format with no delimiters. At the scheduled time, the CA\_TERM will close out and save a log file containing raw call detail. Another event, Call Processing will then run and convert the raw call data into the Comm One Call Accounting database files so that reports can be run.

## STOP CA\_TERM

Stop the CA\_TERM program by selecting it and then closing it by clicking on the "X" in the top right corner. As the CA\_TERM closes, it will save the raw data it has captured and store it in a directory on your computer named c:\ca2009\log\_serial.

## RESTART CA\_TERM

Once the file has captured and the CA\_TERM has closed, restart the CA\_TERM again so that the system can go back on-line and you will not lose any call data

## RUN CALL PROCESSING

The last step is to manually run Call Processing. You can do this by right clicking on the Call Processing Event in your Windows Scheduler, and then selecting RUN NOW. This will run the Call Processing and convert any raw logs that have not been processed into the Call Accounting.

Make sure that the main Call Accounting program is not running when you run Call Processing or the system will return an error message.

With call records downloaded and processed, you can now run reports.

## See Also:

[TS-1008: How to get current records from the CA\\_TERM Call Capture Utility](#)

[TS-1051: Call Capture Utility Parameter settings](#)

[TS-1092: AGGSOFT Settings for Panasonic IP to send LOGIN and PASSWORD](#)

[TS-1094: AGGSOFT InterTel Axxess setup TCP/IP](#)

[TS-1096 - Advanced Serial Capture Product Information](#)

[TS-1116 - Error 158 when running Advanced IP Capture Utility](#)

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